Civil

- Need list of Small Claims Hearing Officers in "Division" drop down when calendaring an event.
  - Hearing Officers see these types of cases

- Need a place to store Hearing Officer Name and this should be stored in a different database column that assigned judge and event judge.
  - This would help with keeping stats accurate.

- Verify Project Passport functionality to Agave.
  - This is the Project Passport module for Clerk of the Superior Court, we would need this altered to enter into our Agave and send to AOC at same time just like theirs does. Currently our version only sends to AOC. The CoSC uses the same module and it populates their Agave; we should be able to do the same.

- Need a place to enter and view contested property address in eviction action cases.
  - Constable needs address on minute entry to serve writ of restitution. This could just be added to the contact methods, with a drop down option of "contested address".

- Need field to enter claim amount, preferable after adding parties with validation of amount at case creation.
  - To avoid creating a small claims case over $2,500 or a civil over $10,000. Need to be able to change amount due to amended complaint.

- Judge assignment needs to exclude cases that are OOP/IH, SC and HA (Domestic Violence, Small Claims and Harassment).
  - Would create issues with judge rotation, and users would have to go in a manually un-assign

- Need a place to add Recusal and Affidavit Judge during case initiation – could be multiple of each.
  - Judge's frequently request not to hear cases involving certain entities because of a conflict of interest. Or in situations where the plaintiff requests to affidavit a judge either at case creation or any other time during the case and the case should not be assigned to that specific judge

Criminal

- We need the ability to print warrants with the Judge's signature when issuing warrant. Also, need ability to print civil warrants.

     Necessary to fulfill Judges Orders and maintain current business process.

- Type should be changed to have choices of Misdemeanor, DUI and Criminal Traffic.

     These caseloads are weighted differently and have individual round robin for judge assignment.

- DV Indicator check box needed for statistical purposes and grant funding.

- Need to enter in Shell Case Initiation; Complaint #, Incident # (Agency Case #).

     These items in addition to the defendant's name will ensure duplicate cases are not created

- Class of charge should not be chosen by user, entered as part of charge

     This is part of the bond book and users do not know what class statutes are.

- At Criminal → Charge Disposition → sentencing → Other Court Mandate - missing is a drop down for options such as MADD, DV counseling, Alcohol counseling, etc.

     Need to add judge ordered requirements per order.

Civil Traffic

- Parking tickets have a lot less data elements for creating a case and will not need all of the data elements used in a regular ATTC (Arizona Traffic Ticket and Complaint).
  - The regular ATTC has required fields which officers do not capture at the time of issuing a parking ticket such as a date of birth

- At the time of creating a parking ticket the system must have the capability of capturing the registered owner as the party. Once the responsible party shows up to take care of the ticket, the registered owner becomes the defendant. The system must have the capability to change the registered owners name to the defendant and label the new name as the defendant.
  - At the time of creating the parking ticket we are unsure as to the defendant's name the only information we get from the parking ticket is the registered owner.

- The system must recognize parking violations that are not reportable to MVD but system must go through and enter default judgments on the case. (Example; local ordinances, etc.)
  - Certain parking violations are not reportable to MVD and should not be reported.

- Before the default process picks up a charge to suspend, the system must look to see if a civil traffic bond was posted and review the disposition code (70/Appeal) and avoid suspending the license.
  - Once a bond is posted and the disposition code is changed to code 70, the case is placed on "stayed" status until the appeal process is completed.

- The system should have a method in which to track appeal deadlines either by events being posted or a separate tab to record all judgment actions. Once an appeal deadline has expired the system should automatically notify the user that the time frame has lapsed and action needs to be taken. (Also for criminal cases)
  - In order to track the different appeal timelines the system will need to have built in functionality to track these timelines.

- The Advanced Case Search within Agave should allow a user to search by the following data elements; citation number, driver's license number and law enforcement agency number. For parking tickets we would need to search by registered owner and license plate number.
  - Customers that show up at the court do not have a case number and the name may not be listed correctly on the ticket and we need to have these built in functions in order to get more results out of our searches to help customers.

- Method for tracking Juveniles in civil traffic, and have case summary screen warn user that defendant is Juvenile.

- Division drop down should have option of "Walk-In" and/or "Hearing Officer" in Calendar/Case Event screen.

- System currently gives option to change case number, this should not be allowed.

- Filing Date can be changed by users, should be protected and allowed for only Managers/Supervisors.

- For Case Type choice Parking and Civil would need to be added and the others currently listed could be deleted for this screen.
  - Adding Parking and Civil would be needed on first day. Others could be deleted later on. Would need these added so we know what type of case is being created

- Civil Traffic does not get an assigned judge, only those who request a trial will go to a hearing officer as event judge, never an assigned judge.
  - This would cause user to need to unassign a judge and alter stats and records would be looking for a file, case load balancing stats corrections.

- Change/update case creation entry to include ATTC information.
  - This info would need to be added, not necessarily in shell, these are important data that is needed when reporting to MVD also speed over help determine who much the fee for the charge will be. Violation date is how we determine what charges/fines/fees to use. The badge number is helpful to calendaring purposes. The rest of the information could wait or possibly not be captured at all.

- Change/update to add vehicle information.
  - The information is reported to MVD.

- Need a Suspension Tab to enter and view history of suspension per charge, suspension issue and quash dates and disposition code.
  - Important information for reporting to MVD and for assisting public with knowledge of their case

- Cases would have some kind of indicator that it is a civil traffic and not be scheduled for a court room or assigned to a judge.
  - User would have to alter the calendar to un-calendar these cases that don't need to go to a court room.

- Should be able to add multiple citation numbers for one case; and an incident number.
  - One case number can be tied to several citations and for MVD reporting we need all the citation numbers.

- Need a place to add check boxes for Military, Accident, Fatality, serious injury, 16 passengers, Commercial and Hazardous Material.
  - Need this information for MVD requirements, suspension purposes

- Our citation is labeled with extensions A-E and Agave uses numbers which are labeled as counts. We will need to capture the A-E on the citation in Upper case for reporting to MVD.
  - Reporting to MVD requirement.

- The Disposition Tab has a disposition field which has a listing of dispositions such as "Guilty" but we need to review the table behind the scenes to see if there are MVD disposition codes tied to the dispositions listed in the drop down box.
  - Reporting to MVD requirement.

- All cases that report to MVD will need to be sent over in ALL CAPS
  - Reporting to MVD requirement.

- The disposition date needs to validate to ensure that a user is not sentencing a charge in the future.
  - Would cause problems with MVD reporting if mistake was made.

- The community services tab needs a "Complete by (date)" field to track the total hours ordered also a place to store hours completed and produce a document with hours remaining to give to defendant as proof (also for criminal).
  - Necessary for keeping track of community services, retention purposes and if we can close the report.

- The current automated default process (suspension of license) should automatically pick up any charges if the completion date has passed and the total hours ordered were not completed. We will need review the current voucher process to determine how finance will reduce the fines and fees, if community service is completed. Special Note: Legislation changed the verbiage in either 2004 or 2005 and should not be called community service it should be called "community restitution."
  - Suspensions will be incorrect if this process is not correct.

- We would like to see a method in which to capture information when a defendant has chosen to complete Defensive Driving School or the Bicycle diversion program. We will need a "complete by (date)" field to track each of these options (also for criminal).
  - Necessary for purpose of adjudication, tracking cases.

- Insurance violations (28-4135 A,B,C) consist of a defendant having to produce a motor vehicle record and a clerk should have a method in which to capture that it was shown or scanned. One additional step is that once this charge has been adjudicated responsible (disposition code 11) we must report to MVD if we are waiving the suspension. We will need a method in which to report to the waiver information to MVD electronically.

  > MVD requirement pursuant.

- The system should change to "completed" once the system has validated that all charges have been adjudicated and no fines and fees are due and no other mandates are pending.

  > We would want case status to show complete, so it is clear the money part and mandates are also done.

- Civil traffic currently has an SSRS report that displays all civil and criminal paid in full cases. They would like the report to print on a weekly basis which would only display civil traffic cases paid in full. Civil Traffic staff gets the report and pull the citation from the pending citation drawer and write in a red "C" which is later archived.

  > So that we move the files out the court to archives, because of lack of room.

- The case summary screen should alert the user that it is a juvenile case either by adding an alert in a different color somewhere on the screen or next to the case number tree view or both.

  > Juvenile must be present with parents and must see a hearing officer.

- It was also discussed that if a clerk tries to adjudicate a case for a juvenile defendant that the system should alert the user by opening up a window and asking the user if the juvenile has seen a Hearing Officer and having him/her select "Yes or No" before they can proceed with the case. In the case that the defendant has not seen a Hearing Officer, the next step would be to give the defendant an extension from the disposition and sentencing screen.

  > Juvenile must be present with parents and must see a hearing officer.

- Need to follow MVD overlay rules for disposition codes.

  > Pursuant to MVD rules.

- Add a place in calendar to calendar cases for a hearing officer.

  > Some civil traffic cases will need to be heard, and this would be done by a hearing officer.

- Ability to go in and manually suspend a case.

  > Judges Orders are to default today, so it should be done today.

Finance

- Local fees which are tied to civil case processing that will need to be created in the tables.
    a. Time Payment Fee $20.00 (required by statute for payment plan)
    b. Automation Fee $18.50 (local ordinance which applies at a case level)
    c. Default Fee $50.00 (local ordinance which applies at a case level)
    d. Photo Enforcement Fee $14.75 (local ordinance which applies at a case level for PE cases only)
    e. Photo Enforcement Fee $31.00, $51.00, or $101 (local ordinance which applies at a case level for PE cases only and is automatically added to the case when service is filed automatically into our case management system)

- Posting a bond for a civil traffic case should retain the bond poster name, address, and phone number.
    > We need the system to track this information so that if the bond needs to be returned, we know who to refund it to and to what address.

- After a civil traffic bond has been posted there is currently no built in functionality for the system to receipt in the bond posted.
    > We need the system to receipt in the bond from the bond screen in order to provide the customer with a receipt of the bond being posted.

- Would like to add payment plan on a case as a whole, not for each obligation.

- Would need to go Full-Fare for collections.
    > AOC has insisted in the past that when we get a new CMS we need to go Full-Fare.

- Need to have a report created that associates charges with fines based on offense date and show breakdown of the amount.
    > User will need to know how much the fine is for each charge is system does not enter automatically.

- Must have the ability to edit bond information. Currently can't modify anything. (Possibly a new copy of Restitution modified for Bonds?)
    > Necessary to have current information

- Need a way to Track & Disperse Overpayments, similar to Restitution.
    > Need this to disperse bond and overpayments in a timely manner.

- Screen should show what date next payment is due, and print on receipt as well.
    > Informative to payer and encourages timely payment.

- Enter for tracking partial cc#, check#, in Receipt Screen.

  Need some way to store this info, whether by scanning into private server or entering into private database. Used for overpayments auditing, and refunds. Check # used for searching in CMS.